



Bass Valley Community Group Inc.

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CONTINUOUS IMPROVEMENT POLICY

POLICY AIM

Bass Valley Community Group Incorporated (BVCG) is committed to ensuring the training, services and programs that are offered to the community are subject to an ongoing continuous improvement process.

Opportunities for continuous improvement can be identified from varied sources:

- Formal and ad hoc feedback from clients, staff and other stakeholders
- Complaints from clients, staff and other stakeholders
- By undertaking internal audits against standards and conditions
- By undertaking assessment validation and moderation
- By attending internal and external workshops and professional development
- By linking into peer and community networks.

Relationship to Commonwealth Home Support Program (CHSP)

This policy and procedure is designed to put in place a continuous improvement approach to the management and programs of BVCG in accord with the requirements of other organisations including CHSP.

PROCEDURE

Sources of relevant data for continuous improvement

1. Feedback and evaluations:

Participants and staff are encouraged to provide feedback about the quality of the BVCG's programs, facilities and resources.

- Clients are encouraged to provide verbal and written feedback through the feedback surveys supplied at various stages during the programs and via ad hoc feedback to staff.
- Staff members are encouraged to provide feedback to the Centre Manager during staff meetings and on an ad hoc basis.
- A feedback schedule will be developed and followed throughout the year to ensure all stakeholders are consulted for feedback.

The Centre Manager will collect and analyse all feedback for consideration as part of the ongoing quality improvement process. A report will be submitted to the Committee of Governance and where possibilities for improvement are identified and carried out the Continuous Improvement Register will be completed and action recorded.

2. Complaints

When the BVCG receives a complaint it is dealt with under the Complaints and Compliments Policy. Any areas for improvement, which become apparent when handling a complaint, will be documented in the Continuous Improvement Register. This will also be recorded in the Complaints and Compliments Register.



3. Self-assessment/Internal Audit

BVCG will, from time to time, or at least annually carry out a self-assessment/internal audits to measure compliance and highlight opportunities for improvement. The Centre Manager is responsible for this. A review of all policies and procedures is also carried out on a three year cycle. Any improvement actions identified will be documented in the Continuous Improvement Register.

4. Professional development - Internal and external workshops

All staff and volunteers will be encouraged to participate in any available and appropriate professional development opportunities.

5. Record Keeping

Records of all continuous improvement activity shall be maintained for a period of at least two years after any continuous improvement action has been completed to allow review by the Centre Manager and Committee of Governance, for the purposes of self-assessment and for review by external auditors.

A Continuous Improvement file is maintained and includes:

- A copy of the Continuous Improvement Policy and Procedure
- A copy of the Continuous Improvement Register (an electronic copy is also on Centre Manager's computer)
- Agenda and minutes of committee/staff meetings where continuous improvement recommendations have been made or actions have been taken.

6. Operational Systems

Through the day to day operations continuous improvements may be identified. Operational Tasks are logged on the Centre Manager's Operational Calendar and any improvement issues are listed in the comments section. These issues are then registered in the Continuous Improvement Register with a time line for changes to be made.

Authorised by: Bass Valley Community Group Incorporated

President: _____

Date: April 2018

Date of Policy August 2014
Date of Review Apr 2018
Date of Next Review June 2020